# Task Order 110 –
# FP Data Mart Operations

## FP Data Mart Operations Monthly SLA Metrics Report
## Deliverable 110.1.2a

Period Ending: 1/31/03

# *Task Order 110 – FP Data Mart Operations*

**Document:** FP Data Mart Operations Monthly Metrics Report
**Created By**: Operations Support Team
**Last Modified:** 03/26/03 1:47 PM

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# *Task Order 110 – FP Data Mart Operations*

## Introduction

This is the January monthly report for Task Order 110 – FP Data Mart Operations. The purpose of this task order is to provide the capability to sustain the FP Data Mart.  The report information will be provided separately for each system.

## FP Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

| Date | Availability (%) | Notes |
|---|---|---|
| Wed - January 1 | 100% | |
| Thurs - January 2 | 100% | |
| Fri - January 3 | 100% | |
| Sat - January 4 | 100% | |
| Sun - January 5 | 100% | |
| Mon - January 6 | 100% | |
| Tues - January 7 | 100% | |
| Wed - January 8 | 100% | |
| Thurs - January 9 | 100% | |
| Fri - January 10 | 100% | Between 01:39 pm & 02:50 on 01/10 the Oracle database crashed due to a service guard timeout. Failover to HPV1 was successful. Some servers required an additional reboot to re-establish connection to the database. All applications were reconnected by 03:15 pm. AHD # 3817981. |
| Sat - January 11 | 100% | |
| Sun - January 12 | 100% | |
| Mon - January 13 | 100% | On 01/13 Between 05:28 & 06:15 pm users were unable to access websites in the ITA environment due to a problem with the e-Network Dispatcher. (E ND)Connection was re-established by support. Investigation is ongoing to determine root cause. AHD# 3829150. |
| Tues - January 14 | 100% | |
| Wed - January 15 | 100% | |
| Thurs - January 16 | 100% | |
| Fri - January 17 | 100% | |
| Sat - January 18 | 100% | |
| Sun - January 19 | 100% | |
| Mon - January 20 | 100% | |
| Tues - January 21 | 100% | |
| Wed - January 22 | 100% | |
| Thurs - January 23 | 100% | |
| Fri - January 24 | 100% | |
| Sat - January 25 | 100% | |

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| Date | Availability (%) | Notes |
|---|---|---|
| Sun - January 26 | 100% | |
| Mon - January 27 | 100% | |
| Tues - January 28 | 100% | |
| Wed - January 29 | 100% | |
| Thurs - January 30 | 100% | |
| Fri - January 31 | 100% | |

## FP Data Mart Operations Status

### *Work Accomplished During This Period*
- Completed monthly FP load for December with data feeds from NSLDS, PEPS, and FMS.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.
- Removed Duplicate data for GA Invoices.

### *Issues or Anticipated/Current Problems*
- Security Issue regarding data filters within MicroStrategy. The solution to this issue is to upgrade to a newer version of MicroStrategy. We're received the new DEV/TEST NT server, and installed MicroStrategy 7i as well as performed web re-customization. Currently regression testing all data mart applications, and continuing to work with VDC to obtain new PROD NT servers. Once regression testing is complete and the new NT servers are available, we will migrate MicroStrategy 7i to PROD, which should solve the security issue, as well as make the data mart applications Section 508 compliant.

### *Planned Work for Next Period*
- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP requests.
- Complete January FP monthly data load.
- Continue transition for upgrade to MicroStrategy 7i.

# *Task Order 110 – FP Data Mart Operations*

## *Help Desk Monthly Throughput (FP)*

### Change Request

| Category | High | Medium | Low | Total |
|---|---|---|---|---|
| Carry Forward | 1 | 5 | 0 | 6 |
| New | 1 | 0 | 0 | 1 |
| Closed | 1 | 1 | 0 | 2 |
| End of Month Balance | 1 | 4 | 0 | 5 |

### Data Request

| Category | High | Medium | Low | Total |
|---|---|---|---|---|
| Carry Forward | 0 | 1 | 0 | 1 |
| New | 0 | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 | 0 |
| End of Month Balance | 0 | 1 | 0 | 1 |

### Help Desk Request

| Category | High | Medium | Low | Total |
|---|---|---|---|---|
| Carry Forward | 2 | 0 | 0 | 2 |
| New | 27 | 0 | 0 | 27 |
| Closed | 28 | 0 | 0 | 28 |
| End of Month Balance | 1 | 0 | 0 | 1 |

Note: SIRs in POSTPONED status are not reflected in these numbers

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## *Help Desk Request Summary (FP)*

**Total Requests: 36**

| ID | STATE | TYPE OF REQ | TITLE | Priority | OPEN | CLOSED |
|----|-------|-------------|-------|----------|------|--------|
| 253 | Assigned | Change Request | 1.2.6 GA Fee Payments | 2. Medium | 7/30/02 | |
| 254 | Assigned | Change Request | 1.2.6.1 GA Requested and Paid Fees | 2. Medium | 7/30/02 | |
| 255 | Assigned | Change Request | 1.2.7 GA Fee Payments History Report | 2. Medium | 7/30/02 | |
| 283 | Assigned | Change Request | Add Graphs to FP Rel 2 Reports | 2. Medium | 8/20/02 | |
| 299 | Closed | Change Request | Modify the Select Quarter prompt | 2. Medium | 9/12/02 | 1/19/03 |
| 332 | Ready_for_ Approval | Change Request | Apply corrections to the FMS annual report | 1. High | 11/20/02 | |
| 362 | Closed | Change Request | FP -> Rprt Fscl Qrtr and Appr Rprt Month Prompts | 1. High | 1/22/03 | 2/2/03 |
| 282 | Assigned | Data Request | Needs to insert manual VFA performance data | 2. Medium | 8/20/02 | |
| 322 | Closed | Help Desk Request | Possible Lender errors when creating report | 1. High | 10/25/02 | 1/19/03 |
| 336 | Assigned | Help Desk Request | GA Requested and Paid Fields | 1. High | 11/22/02 | |
| 347 | Closed | Help Desk Request | Reset Anthony Lowery's Password | 1. High | 1/7/03 | 1/7/03 |
| 348 | Closed | Help Desk Request | Reset Diane Tiefel's User IDs | 1. High | 1/8/03 | 1/8/03 |
| 349 | Closed | Help Desk Request | Reset Daniel Hurt's User IDs | 1. High | 1/8/03 | 1/8/03 |
| 350 | Closed | Help Desk Request | Create New GA IDs | 1. High | 1/9/03 | 1/9/03 |
| 351 | Closed | Help Desk Request | Create GA ID | 1. High | 1/9/03 | 1/10/03 |
| 352 | Closed | Help Desk Request | Reset Rick Buckingham's User IDs | 1. High | 1/13/03 | 1/13/02 |
| 353 | Closed | Help Desk Request | Reset Becky Collin's FPDM IDs | 1. High | 1/13/03 | 1/13/03 |
| 354 | Closed | Help Desk Request | Create 2 FPDM Production IDs | 1. High | 1/15/03 | 1/15/03 |
| 355 | Closed | Help Desk Request | Reset Mike Duffin's User ID | 1. High | 1/15/03 | 1/15/03 |
| 356 | Closed | Help Desk Request | Reset Jamie Mertz's Usernames | 1. High | 1/17/03 | 1/17/03 |
| 357 | Closed | Help Desk Request | Reset Jed Spencer's usernames | 1. High | 1/17/03 | 1/17/03 |
| 358 | Closed | Help Desk Request | Reset Marjorie Stroud's Password | 1. High | 1/21/03 | 1/21/03 |
| 359 | Closed | Help Desk Request | Reset Paul Sullivan's User ID | 1. High | 1/21/03 | 1/21/03 |
| 360 | Closed | Help Desk Request | Reset Nettie Harding's User ID | 1. High | 1/21/03 | 1/21/03 |
| 361 | Closed | Help Desk Request | Create User ID for Christopher Ward | 1. High | 1/22/03 | 1/22/03 |
| 363 | Closed | Help Desk Request | Create GA IDs for Kim Elrod | 1. High | 1/23/03 | 1/23/03 |
| 364 | Closed | Help Desk Request | Reset Richard Criswell's FPDM ID | 1. High | 1/27/03 | 1/27/03 |
| 365 | Closed | Help Desk Request | Reset Peter Sweet's FPDM ID | 1. High | 1/27/03 | 1/27/03 |
| 366 | Closed | Help Desk Request | Reset Elaine Brumback's User IDs | 1. High | 1/28/03 | 1/28/03 |
| 367 | Closed | Help Desk Request | Reset Gregory Schweitzer's User IDs | 1. High | 1/29/03 | 1/29/03 |
| 368 | Closed | Help Desk Request | Reset Jerry Wallace's User ID | 1. High | 1/30/03 | 1/30/03 |
| 369 | Closed | Help Desk Request | Reset George Hilty's ID | 1. High | 1/30/03 | 1/30/03 |
| 370 | Closed | Help Desk Request | Create GA IDs for Mia Otake | 1. High | 1/30/03 | 1/31/03 |
| 371 | Closed | Help Desk Request | Reset Martha Shine's ID | 1. High | 1/31/03 | 1/31/03 |
| 372 | Closed | Help Desk Request | Reset Vincent Clark's User ID | 1. High | 1/31/03 | 1/31/03 |
| 373 | Closed | Help Desk Request | Reset Roberta Russo's ID | 1. High | 1/31/03 | 1/31/03 |

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# *Task Order 110 – FP Data Mart Operations*

### *Financial Partners Data Mart Requests*
### **Total Requests: 36**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000229 | **Title:** | Changes to Lender Capitalized Interest report |

| | | | |
|---|---|---|---|
| **State:** | Postponed | **Priority:** | 2. Medium |
| **Open:** | 7/23/2002  3:56:58PM | **Target Date:** | |
| **Requestor:** | Susan Haenel-Beck, 917-767-6435 | | |
| | | **Assigned to:** | Tina Liu, 202-962-0726 |

**Description:**

I need to make a minor change to the Lender Capitalized Interest report.  Is there way we can drill to a total for each quarter (i.e., remove the loan type)?  I've tried but with no luck.

**Activity Log:**

===== State: Postponed by:tliu at 8/7/02 11:05:12 AM =====

Susan wants us to postpone this request since MSTR 7i release will have support to this drill capability without any modification on the report.

===== State: Assigned by:tliu at 7/23/02 1:24:04 PM =====

Sent email to Susan:

There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly

on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type.  The metric will

not show up on the report, but you will be able to drill to it.
   Which way you prefer?

  Note that if we want to remove "Loan Type" from the report, new template needs to be created.

===== State: Opened by:tliu at 7/23/02 12:01:37 PM =====

Sent email to Susan:

There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly

on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type.  The metric will

not show up on the report, but you will be able to drill to it.
   Which way you prefer?

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000253 | **Title:** | 1.2.6 GA Fee Payments |

| | | | |
|---|---|---|---|
| **State:** | Assigned | **Priority:** | 2. Medium |

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**Open:**       7/30/2002  7:29:17PM          **Target Date:**
**Requestor:**   Ben Chiu, 415-556-4136

                                              **Assigned to:**       Mark Mandrella, 202-962-0721

**Description:**

Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000.  One reason is the last payment is made after the fiscal year.  For example, 4th QTR AMF was paid in 1st quarter of the next FY.  Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001.  The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

**Activity Log:**

===== State: Assigned by:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie):  Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see
  if FMS has the date that FP data mart needs.  Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie):  We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment
  types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we
  intend to use this field.  Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment
  types, and is developing the tentative extract and transform process for each unique date script.  Several assumptions need to
  be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to).  Mark to meet with Nettie on
  12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella):  contacted Barbara Johnson and Judy
Mittman (of FMS) to get an account of all the different
variances of the invoice numbers.  When I
get these, I need to work with Nettie to determine how
to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the
invoice_num fields for 3 payment types (each has
multiple unique formats) to Mark for review and
feedback.  The 3 payment types are
AMF (2 formats), LPIF (2
formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

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Nettie emailed saying she would not be able to get the formats this week.  She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date.
It is embedded, depending on the payment type.  Need to get the formats and look
them over. Right now we do not get this info from FMS.  Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:27:29 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports.  She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:41:53 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay
Dates for reports.  Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:02 PM =====

Reassigned to Mark.

===== State: Assigned by:tliu at 8/23/02 11:53:33 AM =====

Verified the Portfolio balance and it seems working fine.  Communicated via email with Ben Chiu:

I checked GA 706 for FY01, it seems they add up
the same, the value is: $325,031,666.

Can you please verify it again and let me know what difference you found?

Thanks
Tina

--- "Chiu, Ben"
<Ben.Chiu@ed.gov> wrote:
> Hi Tina
>
> I agree.  It
should be the same as adding the
> Federal, Operating and
> Restricted funds ending balances from the annual
> report to get the
> portofolio
balance.  I
believe I
used GA706
when
I

> checked the figures.

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>
> Ben
>
> -----Original Message-----
> From: Tina
Liu
[mailto:sli_
tina@yahoo.com
]

> Sent: Thursday, August 22, 2002 10:57 AM
> To: ben.chiu@ed.gov
> Cc: Mark Mandrella; Al
Bradley
> Subject: GA Fee Payments: Portfolio balances
>
>
> Hi Ben,
>
>   Thank you for attending the
meeting today.
I

> checked the calculation of Portfolio balances in the
> report <GA Fee Payments>, it seems it should be the
> same as adding up principal, interest, and other
> ending balances all together from Form 2000 annual
> report.  Can you give us an example
GA ID for
this
> problem?
>
> Thanks
> Tina


===== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:

1. We need to
use
INVOICE_NU
M from table
ap_invoices_all to aggregate on requested and paid
fees for a specific fiscal year.  Can FMS send us the
exact format of
INVOICE_NUM for
all types of invoices?

2. How FMS determine the actual invoice type (VFA,
LPIF, AMF, etc.)

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for a manual invoice entry?

3. What is the relationship between table
ffelga_soa_reports and ap_invoice_payments_all?
Suppose we add up all types of payments for an
individual GA during fiscal year 2001 from table
ap_invoice_payments_all, can we get the same amount
from table ffelga_soa_reports?

===== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

===== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth
Kundapur sent the
SQL statements behind the
scene.

===== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email
to Todd Kaywood on 8/2/02,
asking for SQL query behind
generating the following FMS reports (quote
from Ben Chiu's
email):

>For Total Fees Paid, I ran the "SFA GA SOA Detail Report".  For the AMF and LPIF
payments, I ran "SFA GA SOA
NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000254 | **Title:** | 1.2.6.1 GA Requested and Paid Fees |
| **State:** | Assigned | **Priority:** | 2. Medium |
| **Open:** | 7/30/2002  7:30:32PM | **Target Date:** | |
| **Requestor:** | Ben Chiu, 415-556-4136 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

All three tested GAs show a manual paid invoice on 1/16/01.  These figures look like an AMF payments.  No entry for VFA fees.  Checked all 4 VFAs.  All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong.  Requested LPIF does not match FMS Annual Report.

Ben McPherson also logged a request regarding this same report.  Now combine them together.  He said the payment was

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calculated in the year paid not the year earned.
**Activity Log:**


===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see
  if FMS has the date that FP data mart needs.  Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested
  LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie):  We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment
  types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we
  intend to use this field.  Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment
  types, and is developing the tentative extract and transform process for each unique date script.  Several assumptions need to
  be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to).  Mark to meet with Nettie on
  12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella):  contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different
  variances of the invoice numbers.  When I get these, I need to work with Nettie to determine how to get the correct date from
  each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple
  unique formats) to Mark for review and feedback.  The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2,
  possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week.  She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date.  It is embedded, depending on the
  payment type.  Need to get the formats and look them over. Right now we do not get this info from FMS.  Nettie said she would
  run a report to show me the formats of the invoice_num field.

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===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports.  She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports.  Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark.

===== State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben
McPherson's
comments.

===== State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data.  For example, the actual dollar amount difference between the
FMS report(s) and the data mart report.

===== State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM =====

Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other.  Needs to call Ben
Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000255 | **Title:** | 1.2.7 GA Fee Payments History Report |
| **State:** | Assigned | **Priority:** | 2. Medium |
| **Open:** | 7/30/2002  7:32:26PM | **Target Date:** | |
| **Requestor:** | Ben Chiu, 415-556-4136 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

All three tested GAs show a manual paid invoice on 1/16/01.  These figures look like an AMF payments.  No entry for VFA fees.  Checked all 4 VFAs.  All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

**Activity Log:**

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:31 PM =====

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1/7/03 (S. McConaghie):  Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see
  if FMS has the date that FP data mart needs.  Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie):  We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment
  types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we
  intend to use this field.  Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment
  types, and is developing the tentative extract and transform process for each unique date script.  Several assumptions need to
  be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to).  Mark to meet with Nettie on
  12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====

11/25/02 (Mark Mandrella):  contacted Barbara Johnson and Judy
Mittman (of FMS) to get an account of all the different
variances of the invoice numbers.  When I
get these, I need to work with Nettie to determine how
to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the
invoice_num fields for 3 payment types (each has
multiple unique formats) to Mark for review and
feedback.  The 3 payment types are
AMF (2 formats), LPIF (2
formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week.  She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date.
It is embedded, depending on the payment type.  Need to get the formats and look
them over. Right now we do not get this info from FMS.  Nettie said she would run a report to show me the formats of the
invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports.  She will discuss the FMS
processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:30 PM =====

**Document:** FP Data Mart Operations Monthly Metrics Report
**Created By**: Operations Support Team
**Last Modified:** 03/26/03 1:47 PM

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9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay
Dates for reports.  Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000259 | **Title:** | Drill to multiple templates in report - E32 |
| **State:** | Postponed | **Priority:** | 3. Low |
| **Open:** | 7/28/2001   4:03:57PM | **Target Date:** | |
| **Requestor:** | Susan Haenel-Beck, 917-767-6435 | | |
| | | **Assigned to:** | Tina Liu, 202-962-0726 |

**Description:**

Drill to multiple templates for "Consolidation Load Fee Payment Analysis Report

**Activity Log:**

===== State: Opened by:lphillips at 7/31/02 12:06:13 PM =====

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy

8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an
enhancement (Log id 127716) on the Microstrategy Side.  We need to wait for a release that states, 127716 has
been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement.
Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002,
second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because
we do not know if the Phase II will be using MSTR 7.2 or not.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000260 | **Title:** | Data Mart users lose access when NT patches are in |
| **State:** | Postponed | **Priority:** | 3. Low |
| **Open:** | 7/18/2001   4:19:05PM | **Target Date:** | |
| **Requestor:** | Lisa Phillips, 202-962-0724 | | |
| | | **Assigned to:** | Tina Liu, 202-962-0726 |

**Description:**

Data Mart users lose access to Microstrategy reports when patches are installed on the NT server.

**Activity Log:**

===== State: Opened by:lphillips at 7/31/02 12:20:25 PM =====

7/18/2001 (Keisha Contee) Annie logged problem on the Microstrategy web site.  Microstrategy suggested we
upgrade to version 7.1.1 and the problem would be resolved.  We are currently running version 7.1.1. Annie will
continue to investigate the issue.

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11/26/01 (Bob Audet) We tried to add groups in 2-tier mode with server down. Still does not work. Reassigned to Bob.

12/14/01 (Bob Audet) Recommend further research. May want to postpone until next upgrade at DOE.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Reassigned to Mark.

1/23/2002 (Tina Liu) Reassigned to Tina.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000261 | **Title:** | Page-by area not working as expected |
| **State:** | Postponed | **Priority:** | 2. Medium |
| **Open:** | 6/4/2001  4:21:54PM | **Target Date:** | |
| **Requestor:** | Tina Liu, 202-962-0726 | | |
| | | **Assigned to:** | |

**Description:**

This was logged as a problem with MicroStrategy.  The MicroStrategy case number is: 130845.  During testing, we fixed the report that had the problem, however there is the possibility that a user may modify their version of a report to re-create this problem.

**Activity Log:**


| | | | |
|---|---|---|---|
| **ID:** | MPOps00000262 | **Title:** | Search for Lender by name |
| **State:** | Postponed | **Priority:** | 1. High |
| **Open:** | 6/4/2001  4:25:18PM | **Target Date:** | |
| **Requestor:** | Tina Liu, 202-962-0726 | | |
| | | **Assigned to:** | Tina Liu, 202-962-0726 |

**Description:**

The users wanted to be able to lookup by a lender name instead of a lender id.  Annie put in most of the ability to do this, but then ran into a problem with MicroStrategy.  She logged a MicroStrategy case number: 128596. Annie was able to allow a user to lookup a lender by typing in a one-word name, but the problem comes in when trying to search when multiple words are given.

**Activity Log:**


===== State: Opened by:lphillips at 7/31/02 12:26:21 PM =====

6/7/2001 (Annie Barton) Paul requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

7/10/2001 (Annie Barton) Defect in Microstrategy.  Need to wait for new release to fix the problem.

8/4/2001(Annie Barton) Susan Haenel-Beck requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

11/29/01 (Bob Audet) Called MicroStrategy Technical Support and they fixed confirmed the issue for release 7.2

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Beta 1. I recommend that we wait until general availability of 7.2 in Q1 of 2002.

1/2/2002 (Tina Liu) Reassigned to Tina.

**ID:**     MPOps00000263                                           **Title:**     Login before projects are displayed

**State:**   Postponed                                             **Priority:**   1. High
**Open:**    9/6/2001  4:26:34PM                                   **Target Date:**
**Requestor:**   Tina Liu, 202-962-0726

                                                                   **Assigned to:**     Tina Liu, 202-962-0726
**Description:**

For security purposes it is better if the user logs in first and then chooses the appropriate project.  This method will only display the projects the user can access.  With situation, when the users' password expires, they are not prompted to change it and locked out of the project.
**Activity Log:**


===== State: Opened by:lphillips at 7/31/02 12:27:42 PM =====

9/6/2001 (Annie Barton) Awaiting a new release in Microstrategy to implement this new procedure.

11/26/2001 (Bob Audet) This issue is linked to issue #229, Assigned to Bob.

11/29/01 (Bob Audet) Emailed the FP Power Users to decide if this issue should be closed since a workaround from Issue #229 was provided and the issue subsequently closed.

12/03/01 (Bob Audet) Moved to 'Needs Clarification' because the FP Power Users need to decide whether this issue can be closed since it is similar to Issue #229 that was closed.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/11/2002 (Tina Liu) Sent email to Nettie Harding for action update.

1/18/2002 (Tina Liu) called Nettie to clarify the status and then called Tech support, logging two issues: 155688 for desktop password expiration reminder and 155689 for web login twice.  Tech support for issue 155689 provided a resolution: log in as Administrator, click on a project -> preferences -> Project defaults -> Project display and change the Project list selection from "Show all the projects connected to the Web Server before the user logs in" to "Log in, then show the projects accessible by the supplied login".  This setting will not hold after user logs out and then relogin after a while.   Reset the target date to 2/1/2002.

1/22/02 (Tina Liu): The preference setting on production server was actually successful after rechecking it today.  But the dev web server reported error: "'Error Saving Personal Preferences. Your project default preferences could not be saved. Your permissions on the Web folder or in its contents may be incorrect".  MSTR Tech Support provided two tech notes "TN5600-7X0-0304" and :N5600-7X0-0142" to tackle this issue. Sent email to Benson Hwang for the security property setting of file AdminOptions.xml on dev server.  Benson changed the setting to allow changes, now it works on dev server as well.

1/29/02 (Tina Liu):  The login and projects setting works fine with MSTR Web 7.1.2 version but is not stable for the 7.1 version.  For the password expiration problem, MSTR Tech support is still investigating on it.  For now, run scripts in MSTR Command center to gather user profiles and run a java program accenture.modpartner.datamart.FileTransform to change the format of the user profile files to be sorted in ascending order based on the password expiration time and put properties of the same user into one row, which

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may later be exported to an Excel file and sent to Willie Sutton. The first file generated on today has already been sent to Willie to review.

1/30/2002 (Tina Liu): MSTR Tech Support sent email confirming that the password expiration problem has been fixed for MSTR Web release 7.2, which is scheduled to come in late Q1/2002 or early Q2/2002. Change the status to be postponed until the next upgrade to MSTR 7.2.

2/11/2002 (Tina Liu): Figured out the unstable setting problem is indeed a dual-web server issue. When the setting was changed, it was only applied to one of the web servers, this is why we may observe different behavior for the default page. Set to use "Login.asp" for both web servers. The password expiration problem will still occur. Needs to remind users to use "Projects.asp" to change password when it is reset by the administrator to force change of password at next login.

**ID:**  MPOps00000264          **Title:**  Subtotals appearing at top of Report

**State:**  Postponed          **Priority:**  3. Low
**Open:**  2/21/2002  5:28:10PM    **Target Date:**
**Requestor:**  Susan Haenel-Beck, 917-767-6435

                                **Assigned to:**  Lisa Phillips, 202-962-0724

**Description:**

When running the Part II and Part III reports from the web the totals are displayed at the bottom of each lender. When moving the "Quarter Ending Date" from the columns to rows, the subtotals now appear at the top of each lender.

**Activity Log:**


===== State: Opened by:lphillips at 7/31/02 12:31:00 PM =====

2/21 (LP): In a meeting with the power users it was discussed that we move the Qtrs from the column to the rows in template to fix the problem.

2/21(LP): Could not move the Qtrs from the column to rows. Error still occurs. This is a problem with MSTR 7.1 but has been identified for the next release: This note is from their support site:

Defects and enhancements addressed in MicroStrategy 7 7.1.3
MicroStrategy Agent  7.1.1  TS Case 141024  Subtotals are always displayed at the top if attributes are sorted

**ID:**  MPOps00000265          **Title:**  We need to use dynamic quarter prompts

**State:**  Postponed          **Priority:**  3. Low
**Open:**  2/22/2002  5:31:04PM    **Target Date:**
**Requestor:**  Tina Liu, 202-962-0726

                                **Assigned to:**  Tina Liu, 202-962-0726

**Description:**

Some quarter prompts in FP data mart use a pre-selected element list with the ending quarter of September 2001 (or December 2001) should be changed to be dynamic prompts that will include only those valid quarters that appear in the related fact source table(s).

**Activity Log:**


===== State: Opened by:lphillips at 7/31/02 12:32:08 PM =====

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2/22/2002 (Tina Liu): Opened the issue and assigned to Tina.  This is postponed due to a bug with MicroStrategy Web 7.1 (it does not support set qualification type of filter).  Should be fixed in 7i release on March-April time

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000266 | **Title:** | No Limit for login attempts |

| | | | |
|---|---|---|---|
| **State:** | Postponed | **Priority:** | 3. Low |
| **Open:** | 3/4/2002  5:32:12PM | **Target Date:** | |
| **Requestor:** | Tina Liu, 202-962-0726 | | |
| | | **Assigned to:** | Tina Liu, 202-962-0726 |

**Description:**

There is no limit to the number of invalid access attempts that may occur for a given user on the CMDM (or any datamart).

Case entered with Microstrategy (#160279)

**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000268 | **Title:** | Automated Report to check for GA Access Violation |

| | | | |
|---|---|---|---|
| **State:** | Postponed | **Priority:** | 2. Medium |
| **Open:** | 6/17/2002  4:35:03PM | **Target Date:** | |
| **Requestor:** | Tina Liu, 202-962-0726 | | |
| | | **Assigned to:** | Tina Liu, 202-962-0726 |

**Description:**

Schedule an automated report that will indicate if GA user access (GA users can see only their own GA's data) has been broken.  The report should run at least once a week, possibly every day.  Use Microstrategy alert feature if it is available in the next release.

**Activity Log:**

===== State: Opened by:lphillips at 7/31/02 12:36:13 PM =====

7/15/02 (T.Liu): Has not found any easy solution to this request.  It is not supported by current or new version of MSTR. Postponed for now.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000269 | **Title:** | Drilling Problem |

| | | | |
|---|---|---|---|
| **State:** | Postponed | **Priority:** | 1. High |
| **Open:** | 7/15/2002  4:53:25PM | **Target Date:** | |
| **Requestor:** | Tina Liu, 202-962-0726 | | |
| | | **Assigned to:** | Tina Liu, 202-962-0726 |

**Description:**

MicroStrategy web 7.1 does not take drilling setting from report.  In order to allow users to drill from Lender Scorecard summary report to individual lender scorecard report, we have to set web drilling setting to "allow drilling everywhere".  Under this setting, users will be able to drill to some areas that should not be exposed to users or users will get server error when trying to drill.  An example problem is for the report "Lender ED 799 Late".  When user tried to drill on the metric, he got a new metric called "Max FQ Ending Date" in Julia format. We should never allow users to see this metric.

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===== State: Opened by:lphillips at 7/31/02 12:54:34 PM =====

7/15/02 (T.Liu): Opened the SIR.  Since it is an known bug for web 7.1.  We will need to revisit this issue after
 installing 7i.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000284 | **Title:** | Alert users about most recent load date |
| **State:** | Postponed | **Priority:** | 2. Medium |
| **Open:** | 8/20/2002  8:33:47PM | **Target Date:** | |
| **Requestor:** | Nettie Harding, 202-377-3307 | | |
| | | **Assigned to:** | |

**Description:**

Users want to get an alert about the last load date from all four source systems: PEPS, FFEL, NSLDS, and FMS.  Currently we
have a report <Data Mart Update Information> that is updated every month after FFEL load.  We need to get rid of this report
when MSTR 7i is installed and use the alert feature provided by MSTR 7i.

**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000299 | **Title:** | Modify the Select Quarter prompt |
| **State:** | Closed | **Priority:** | 2. Medium |
| **Open:** | 9/12/2002  1:41:53PM | **Target Date:** | |
| **Requestor:** | Nettie Harding, 202-377-3307 | | |
| | | **Assigned to:** | Al Bradley, 202-962-0661 |

**Description:**

Filter or limit the quarters that appear in the prompt to dates that have fact data.

Exchange of Emails Between FP Data Mart Team and Nettie Harding (01/07/03):

(Michael -> Nettie)Two points:
1.0 Though our team is the process of researching several specific items from your spreadsheet, many of your observations
already exist in our FP (Test) environment - pending an eventual migration into Production.

2.0 At your earliest connivence, please review the attached spreadsheet - updated with responses to your comments.   We can
 then progress by discussing offline.

(Al -> Nettie).  Thanks Nettie. Michael Ko and I will review your spreadsheet and determine the best approach for making the
 changes to the prompts.
 --Al

(Nettie -> Power User Group / FP Data Mart Ops)  Al, I reviewed all the reports in Production.  I started to verify those you
 listed in test but realized there were many more that needed updating as well.  Therefore, instead of looking at all the reports in
 test to verify these, I worked in Production so that I was using the actual environment everyone else uses.  I didn't know what

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differences resided in test vs. production.  My results are in the attached spreadsheet.

The reports that don't need modifying will have a NC-No Change in the
Comments column.

There were several other reports that had discrepancies, such as, the
prompts didn't do the same filtering as other prompts in other similar
reports did.  I noted these in a comment block beside the report name.  They
are identified with a red marker in the upper right corner of
the report name.  Let me know if you
have any questions.

(Al -> Nettie)  In the Test Environment, please review the reports/prompts listed below, and if they are satisfactory, we can
move to Production.  The prompts have been modified to use an indicator to identify the most recent data available.

GA Monthtly Report, Prompt: Fiscal Year Selection for Form 2000 (FY Ind)

GA Month/Qtr Report, Prompt: Fiscal Year Selection for Form 2000 Month/Qtr Report (FY Qtr Ind)

Lender Scorecard Analysis
Report, Prompt: Fiscal Year
Selection
Lender

Scorecard

Part IV: SA Tax Exempt Billing by Parent, Prompt: Choose Quarter (Qtr Ind)

Please let me know if you have questions.

Thanks.
--Al

**Activity Log:**

===== State: Ready_for_Approval by:abradley at 11/12/02 9:59:07 AM =====

11/12/02 (A. Bradley) - Updated D_FY and D_FISCAL_QUARTER table structures to support automated prompt updates.  Oracle
script will be executed each time a FY or Qtr is released.  Script to be added to the FP Ops Guide.

10/28/02 (A. Bradley) - The current solution requires a manual update to the filters when a new quarter is released.


10/15/02 (S. McConaghie) - In TEST.  Al continuing to work issue.
===== State: Assigned by:abradley at 10/28/2002 5:32:56 PM =====

10/28/02 (A. Bradley) - The current solution requires a manual update to the filters when a new quarter is released.


10/15/02 (S. McConaghie) - In TEST.  Al continuing to work issue.

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===== State: Assigned by:smcconaghie at 10/15/2002 1:34:24 PM =====

10/15/02 (S. McConaghie) - In TEST.  Al continuing to work issue.

===== State: Assigned by:smcconaghie at 9/17/02 12:51:04 PM =====

9/17/02 (S. McConaghie) - Ready to be migrated to TEST.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000322 | **Title:** | Possible Lender errors when creating report |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 10/25/2002  4:15:45 | **Target Date:** | |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Michael Ko, 202-962-0726 |

**Description:**

I logged onto DataMart and tried to create a 799 quarterly report for a
specific lender.  I chose the lender out of the "available" list and moved it over to the box that showed the lender that I'd
selected to create a report on.  Instead of giving me a report for lender 807807, it gave me a report for 800325 (the first lender
in the "available" list).  I chose a different lender 806746, and the same thing happened.
Please let me know
if my question isn't clear.
Than
ks
!

Stephanie M.
Wilson

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**Activity Log:**

===== State: Assigned by:mko at 1/7/03 4:56:59 PM =====

1/7/03 (M. Ko) - Requested changes have been implemented in FP Test.  Changes pending migration into Production.
Target
Prod Migration:  01/19/03.

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1/7/03 (S. McConaghie) - Nettie Harding asked Ops to move forward with implementing functionality to force users to select 1 qtr

and 1 lender from lists.  Nettie also asked if we could add help text asking the user to only select 1 from the list.

===== State: Assigned by:smcconaghie at 1/7/2003 1:35:33 PM =====

1/7/03 (S. McConaghie) - Nettie Harding asked Ops to move forward with implementing functionality to force users to select 1 qtr

and 1 lender from lists.  Nettie also asked if we could add help text asking the user to only select 1 from the list.

===== State: Assigned by:mmandrella at 12/16/2002 10:19:01 AM =====

reassigned to Mark - I did this since I was working with Nettie and DMIT users anyway.  Seemed the best way to go...

===== State: Assigned by:smcconaghie at 12/10/2002 2:41:17 PM =====

12/10/02 (S. McConaghie) - Lender 799: Entire Report Issue.  Currently investigating if we should pull this report until it is working correctly.  Nettie to work w/Mark to determine how the report is used by the community.  This discussion will happen on
12/12 in the afternoon.  Nettie to send out updated status on the results of her discussion with Mark.  Given the direction to do so, Al will work to force users to select 1 qtr and 1 lender from list.  Determined that it would be too confusing to remove the ?page by? and move the data into report.  This is the same approached that we used in the LEAP/SLEAP report.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000332 | **Title:** | Apply corrections to the FMS annual report |
| **State:** | Ready_for_Approval | **Priority:** | 1. High |
| **Open:** | 11/20/2002  6:21:55 | **Target Date:** | |
| **Requestor:** | Nettie Harding, 202-377-3307 | | |
| | | **Assigned to:** | Al Bradley, 202-962-0661 |

**Description:**

Adjustments that were made by several guarantors to the original Form 2000 annual report submissions needs to be applied to
the Data Mart data so that it is current and accurate.  FMS has no mechanism of applying the adjustments to their system, therefore, this data needs to be manually applied to Data Mart.

**Activity Log:**

===== State: Assigned by:smcconaghie at 12/10/2002 2:54:45 PM =====

12/10/02  (S. McConaghie) - FY01 data that has already been received needs to be updated.  Al has received the data from Nettie, and will move it to TEST by COB on 12/10, and notify Nettie to begin testing.

===== State: Assigned by:abradley at 11/26/2002 10:51:05 AM =====

The recommended approach is to write a script to update the desired metrics in the source file (sr_ffelga_annual_reports) in the dev, test and prod environemnts.  After the source files are corrected the informatica process for loading table f_fm2000_annl should be executed for FY2001 by GA if possible.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000336 | **Title:** | GA Requested and Paid Fields |
| **State:** | Assigned | **Priority:** | 1. High |
| **Open:** | 11/22/2002  12:05:00 | **Target Date:** | |
| **Requestor:** | Mike Duffin, 312-886-4459 | | |

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**Assigned to:**     Michael Ko, 202-962-0726

**Description:**

It appears that the report is doubling the AMF and the LPIF for FY 2002.  For example, the dollar amount for USAF should be approximately $47 million.  The report shows $95 million.

**Activity Log:**

===== State: Assigned by:smcconaghie at 1/7/2003 2:00:28 PM =====

1/7/03 (S. McConaghie) - Michael removed all duplicate records.  FY02 data is accurate.  FY01 data matches between FP and FMS, but according to the GA, there is approx. a $22M difference.  Mike Duffin will need to follow up with GA user to isolate
source of discrepancy.

===== State: Assigned by:mko at 1/7/03 9:33:17 AM =====

12/10/02 (S. McConaghie) - Pending further testing.  There is currently a data issue with duplicate records.  Michael is confirming that all duplicates have been removed.

01/07/03 (M. Ko) - Three notes:
1.0 The GA Requested and Paid Fees is now available for review in the Financial Partner (Test) environment for Power User Review.

2.0 FP team has thoroughly audited the report's source data; the report is now generating accurate AMF and LPIF figures for FY'02.  However, there appears to be a delta between Dan's FY'01 figures and the FMS data we received for FY'01.

3.0     Duplicate data exists within the report's source table.    Strong potential of duplicate data existing across other Production tables.   We need to implement a repeatable, automated process of cleaning up existing data loads an /or auditing
Informatica jobs.

===== State: Assigned by:smcconaghie at 12/10/2002 2:56:42 PM =====

12/10/02 (S. McConaghie) - Pending further testing.  There is currently a data issue with duplicate records.  Michael is confirming that all duplicates have been removed.

| | | | |
|---|---|---|---|
| **ID:**       MPOps00000347 | | **Title:**       Reset Anthony Lowery's Password | |
| **State:**   Closed | | **Priority:**   1. High | |
| **Open:**      1/7/2003   2:16:11PM | | **Target Date:**     1/7/2003   5:00:00AM | |
| **Requestor:**   Mark Mandrella, 202-962-0721 | | | |
| | | **Assigned to:**       Mark Mandrella, 202-962-0721 | |

**Description:**

Anthony Lowery needs his password reset.

**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:**       MPOps00000348 | | **Title:**       Reset Diane Tiefel's User IDs | |
| **State:**   Closed | | **Priority:**   1. High | |
| **Open:**      1/8/2003   3:59:57PM | | **Target Date:**     1/8/2003   5:00:00AM | |

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**Created By**:  Operations Support Team
**Last Modified:** 03/26/03 1:47 PM

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# *Task Order 110 – FP Data Mart Operations*

**Requestor:**    Willie Sutton, 202-377-3320

**Assigned to:**    Mark Mandrella, 202-962-0721

**Description:**

Please reset the public and restricted FP Data Mart access password for:

USER:  Diane Tiefel
USERID(S):  tiefel.pub & tiefel.res
PHONE:  317-806-1228
EMAIL:  dtiefel@usafunds.org
**Activity Log:**


| | | | |
|---|---|---|---|
| **ID:** | MPOps00000349 | **Title:** | Reset Daniel Hurt's User IDs |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/8/2003  7:50:12PM | **Target Date:** | 1/8/2003  5:00:00AM |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please reset the FP Data Mart public access password for:

USER:  Daniel Hurt
USERID(s):  hurt.pub & hurt.res
PHONE:  317-806-1238
EMAIL:  dhurt@usafunds.org
**Activity Log:**


| | | | |
|---|---|---|---|
| **ID:** | MPOps00000350 | **Title:** | Create New GA IDs |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/9/2003  3:06:51PM | **Target Date:** | 1/10/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please establish GA (public & restricted) FP Data Mart Access accounts for:

USER NAME GUARANTY AGENCY GA # TELEPHONE
Heinrich, Kathy Colorado Student Loan Program 708 303-305-3210
Kelley, Patricia Dehm Colorado Student Loan Program 708 303-305-3316

Rodgers, Dan Colorado Student Loan Program  708 303-305-3312

Forward the account information to me and I will notify the user via FedEx.
**Activity Log:**


| | | | |
|---|---|---|---|
| **ID:** | MPOps00000351 | **Title:** | Create GA ID |

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# *Task Order 110 – FP Data Mart Operations*

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| | | | |
|---|---|---|---|
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/9/2003  9:37:28PM | **Target Date:** | 1/10/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

USER NAME GUARANTY AGENCY GA # TELEPHONE
Tryon, Daniel L. Michigan Higher Education Assistance Authority 726
517-373-4981

**Activity Log:**

===== State: Closed by:mmandrella at 1/10/2003 10:46:08 AM =====

ID was already created in an earler request.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000352 | **Title:** | Reset Rick Buckingham's User IDs |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/13/2003  7:59:07PM | **Target Date:** | 1/13/2002  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Reset Rick Buckingham's User IDs for the FP Datamart.

**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000353 | **Title:** | Reset Becky Collin's FPDM IDs |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/13/2003  8:00:45PM | **Target Date:** | 1/13/2002  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Reset Becky Collins' FPDM User IDs

**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000354 | **Title:** | Create 2 FPDM Production IDs |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/15/2003  2:06:43PM | **Target Date:** | 1/15/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please establish production FP Data Mart access accounts for:

(1) USER:  Valerie Sherrer
USERID:  valerie.sherrer
PHONE: 202-377-3547

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# *Task Order 110 – FP Data Mart Operations*

EMAIL: valerie.sherrer@ed.gov
DESCRIPTION: CIO/NSLDS, Program Management Analyst,
UCP-104G1

(2) USER: Pamela Eliadis
USERID: pamela.eliadis
PHONE: 202-377-3554
EMAIL: pamela.eliadis@ed.gov
DESCRIPTION: CIO, IT Services, UCP-104-F4
**Activity Log:**


| **ID:** | MPOps00000355 | **Title:** | Reset Mike Duffin's User ID |
|---|---|---|---|

**State:** Closed        **Priority:** 1. High
**Open:** 1/15/2003  8:12:04PM      **Target Date:** 1/15/2003  5:00:00A
**Requestor:** Willie Sutton, 202-377-3320

**Assigned to:** Mark Mandrella, 202-962-0721

**Description:**

Please reset the production FP Data Mart access password for:

USER:  Michael Duffin
USERID:  epmduffin
PHONE:  312-886-4459
EMAIL:  michael.duffin@ed.gov
**Activity Log:**


| **ID:** | MPOps00000356 | **Title:** | Reset Jamie Mertz's Usernames |
|---|---|---|---|

**State:** Closed        **Priority:** 1. High
**Open:** 1/17/2003  8:19:14PM      **Target Date:** 1/17/2002  5:00:00A
**Requestor:** Willie Sutton, 202-377-3320

**Assigned to:** Mark Mandrella, 202-962-0721

**Description:**

Please reset the guaranty agency FP Data Mart access password(s)  for:

USER:  Jamie Mertz
USERID(S):  mertz.pub/mertz.res
PHONE:  701-328-5740
EMAIL:  jmertz@state.nd.us
**Activity Log:**


| **ID:** | MPOps00000357 | **Title:** | Reset Jed Spencer's usernames |
|---|---|---|---|

**State:** Closed        **Priority:** 1. High
**Open:** 1/17/2003  8:20:47PM      **Target Date:** 1/17/2003  5:00:00A
**Requestor:** Willie Sutton, 202-377-3320

**Assigned to:** Mark Mandrella, 202-962-0721

# *Task Order 110 – FP Data Mart Operations*

**Description:**

Please reset the guaranty agency FP Data Mart access password(s) for:

USER:  Jed Spencer
USERID(S):  spencer.pub/spencer.res
PHONE:  801-321-7220
EMAIL:  jspencer@utahsbr.edu <mailto:jspencer@utahsbr.edu>

Please notify the user and advise me when the password has been reset.
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000358 | **Title:** | Reset Marjorie Stroud's Password |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/21/2003  4:39:24PM | **Target Date:** | 1/21/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please reset the production FP Data Mart access password for:

USER:  Marjorie Stroud
USERID:  epmstroud
PHONE:  312-886-8762
EMAIL:  marjorie.stroud@ed.gov <mailto:marjorie.stroud@ed.gov>
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000359 | **Title:** | Reset Paul Sullivan's User ID |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/21/2003  7:42:53PM | **Target Date:** | 1/21/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please reset the production FP Data Mart access password for:

USER:  Paul Sullivan
USERID:  eppsullivan
PHONE:  617-223-9340
EMAIL:  paul.Sullivan@ed.gov <mailto:paul.Sullivan@ed.gov>
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000360 | **Title:** | Reset Nettie Harding's User ID |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/21/2003  8:52:10PM | **Target Date:** | 1/21/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |

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# *Task Order 110 – FP Data Mart Operations*

**Assigned to:** Mark Mandrella, 202-962-0721

**Description:**

Please reset the production FP Data Mart access password for:

USER:  Nettie Harding
USERID:  epnharding
PHONE:  202-377-3307
EMAIL:  nettie.hardinig@ed.gov

Please notify the user and advise me when the password has been reset.
**Activity Log:**

**ID:**        MPOps00000361

**Title:**     Create User ID for Christopher Ward

**State:**     Closed
**Open:**      1/22/2003  2:47:19PM
**Requestor:**  Willie Sutton, 202-377-3320

**Priority:**   1. High
**Target Date:**   1/22/2003  5:00:00A

**Assigned to:**    Mark Mandrella, 202-962-0721

**Description:**

Please establish a production FP Data Mart access account for:

(1) USER:  Christopher M. Ward
USERID:  christopher.ward
PHONE:  202-401-5949
EMAIL:  christopher.ward@ed.gov
DESCRIPTION:  ED Office of Deputy Secretary, Budget
Service/LEAD, FB6-5W320

Please notify the user and advise me when the accounts are established.
**Activity Log:**

**ID:**        MPOps00000362

**Title:**     FP -> Rprt Fscl Qrtr and Appr Rprt Month
Prompts

**State:**     Closed
**Open:**      1/22/2003  10:27:59P
**Requestor:**   Nettie Harding, 202-377-3307

**Priority:**   1. High
**Target Date:**   2/2/2003  5:00:00AM

**Assigned to:**    Michael Ko, 202-962-0726

**Description:**

  CONTEXT:  This SIR is a follow-up to the closure of MPOps00000299.   SIR#299 required the modification of two key prompts: 'Select the appropriate Report Month' and 'Select the appropriate Report Fiscal Quarter'.  Per the request of the Power User community, these two prompts were modified to exclude certain Quarter Prompt values ((D-10/00 through 03/01) and (12 /00 through 06/02) respectively).

  PROBLEM STATEMENT:  The migration of these prompt changes ultimately affected a handful of peripheral reports - namely a
  small set of 'My Reports'.

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# *Task Order 110 – FP Data Mart Operations*

SOLUTION / APPROACH: The solution to this problem ultimately lies with creating a new prompt with a complete set of expected Quarter prompts, and to populate the set of affected reports with the new Prompt.
**Activity Log:**

===== State: Assigned by:mko at 2/3/03 3:20:21 PM =====

The 'Select appropriate Report Month' prompt restored on Sunday, 02/02/03.  New prompt for #299 was created, and pushed
in Production on Sunday, 02/02/03.

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000363 | **Title:** | Create GA IDs for Kim Elrod |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/23/2003  5:55:19PM | **Target Date:** | 1/24/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please establish GA (public & restricted) FP Data Mart Access accounts for:

USER NAME GUARANTY AGENCY GA # TELEPHONE
Elrod, Kim Student Loan Guarantee Foundation of Arkansas 705
501-688-7697

Forward the account information to me and I will notify the user via FedEx.
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000364 | **Title:** | Reset Richard Criswell's FPDM ID |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/27/2003  5:57:26PM | **Target Date:** | 1/27/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please reset the production FP Data Mart access password for:

USER:  Richard Criswell
USERID:  eprcriswell
PHONE:  404-562-6287
EMAIL:  richard.criswell@ed.gov
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000365 | **Title:** | Reset Peter Sweet's FPDM ID |
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/27/2003  5:58:12PM | **Target Date:** | 1/27/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

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# *Task Order 110 – FP Data Mart Operations*

**Description:**

Please reset the production FP Data Mart access password for:

USER: Peter Sweet
USERID: eppsweet
PHONE: 315-556-4109
EMAIL: peter.sweet@ed.gov
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000366 | **Title:** | Reset Elaine Brumback's User IDs |

| | | | |
|---|---|---|---|
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/28/2003  7:29:24PM | **Target Date:** | 1/28/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please reset the GA FP Data Mart access password(s) for:

USER: Elaine Brumback
USERID(s): brumback.pub/brumback.res
PH0NE: 502-696-7278
EMAIL: ebrumback@kheaa.com
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000367 | **Title:** | Reset Gregory Schweitzer's User IDs |

| | | | |
|---|---|---|---|
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/29/2003  5:38:21PM | **Target Date:** | 1/29/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |
| | | **Assigned to:** | Mark Mandrella, 202-962-0721 |

**Description:**

Please reset the GA FP  Data Mart access password(s) for:

USER: Gregory  Schweitzer
USERID(s): schweitzer.pub / schweitzer.res
PHONE: 608-246-1665
EMAIL: gschweitzer@glhec.org

Please notify the  user and advise me when the password has been reset.
**Activity Log:**

| | | | |
|---|---|---|---|
| **ID:** | MPOps00000368 | **Title:** | Reset Jerry Wallace's User ID |

| | | | |
|---|---|---|---|
| **State:** | Closed | **Priority:** | 1. High |
| **Open:** | 1/30/2003  5:53:16PM | **Target Date:** | 1/30/2003  5:00:00A |
| **Requestor:** | Willie Sutton, 202-377-3320 | | |

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# Task Order 110 – FP Data Mart Operations

**Assigned to:** Mark Mandrella, 202-962-0721

**Description:**

Please reset the FP Data Mart access password for:

USER: Jerry Wallace
USERID: epjwallace
PHONE: 214-880-3087
EMAIL: jerry.wallace@ed.gov

Please notify the user and advise me when the password has been reset.
**Activity Log:**


**ID:**       MPOps00000369

**State:**    Closed
**Open:**     1/30/2003  8:44:14PM
**Requestor:**  Willie Sutton, 202-377-3320

**Title:**    Reset George Hilty's ID

**Priority:**  1. High
**Target Date:**  1/30/2002  5:00:00A

**Assigned to:**  Mark Mandrella, 202-962-0721

**Description:**

Please reset the FP Data Mart access password for:

USER: George Hilty
USERID: epghilty
PHONE: 214-880-3046
EMAIL: george.hilty@ed.gov

Please notify the user and advise me when the password has been reset.
**Activity Log:**


**ID:**       MPOps00000370

**State:**    Closed
**Open:**     1/30/2003  8:47:21PM
**Requestor:**  Willie Sutton, 202-377-3320

**Title:**    Create GA IDs for Mia Otake

**Priority:**  1. High
**Target Date:**  1/31/2003  5:00:00A

**Assigned to:**  Mark Mandrella, 202-962-0721

**Description:**

Please establish GA FP Data Mart access for:

USER: Mie Otake
PHONE: 206-461-5406
EMAIL: mieo@nela.net
DESCRIPTION: GA #753, Northwest Education Loan Association, Seattle, Washington

Please provide the access information to me and I will FedEx to the user.
**Activity Log:**

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# *Task Order 110 – FP Data Mart Operations*

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**ID:**       MPOps00000371

**State:**    Closed
**Open:**     1/31/2003  2:46:21PM
**Requestor:**    Willie Sutton, 202-377-3320

**Description:**

Please reset the  production FP Data Mart access password for:

USER: Martha  Shine
USERID:  epmshine
PHONE:312-886-8768
EMAIL:  martha.shine@ed.gov

Please notify the user  and advise me when the password has been reset.
**Activity Log:**

**Title:**       Reset Martha Shine's ID

**Priority:**    1. High
**Target Date:**     1/31/2003  5:00:00A

**Assigned to:**       Mark Mandrella, 202-962-0721

---

**ID:**       MPOps00000372

**State:**    Closed
**Open:**     1/31/2003  7:26:22PM
**Requestor:**    Willie Sutton, 202-377-3320

**Description:**

Please reset the FP  Data Mart access password for:

USER: Vincent  Clark
USERID:  epvclark
PHONE:  212-637-0791
EMAIL:  vincent.clark@ed.gov
**Activity Log:**

**Title:**       Reset Vincent Clark's User ID

**Priority:**    1. High
**Target Date:**     1/31/2003  5:00:00A

**Assigned to:**       Mark Mandrella, 202-962-0721

---

**ID:**       MPOps00000373

**State:**    Closed
**Open:**     1/31/2003  8:10:14PM
**Requestor:**    Willie Sutton, 202-377-3320

**Description:**

Please reset the FP  Data Mart access password for:

USER: Vincent  Clark
USERID:  epvclark
PHONE:  212-637-0791
EMAIL:  vincent.clark@ed.gov
**Activity Log:**

**Title:**       Reset Roberta Russo's ID

**Priority:**    1. High
**Target Date:**     1/31/2003  5:00:00A

**Assigned to:**       Mark Mandrella, 202-962-0721

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**Document:** FP Data Mart Operations Monthly Metrics Report
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